DAS Electronic Leave

User Guide and FAQ

Updated 03/25/2008 – Version 2.2.5

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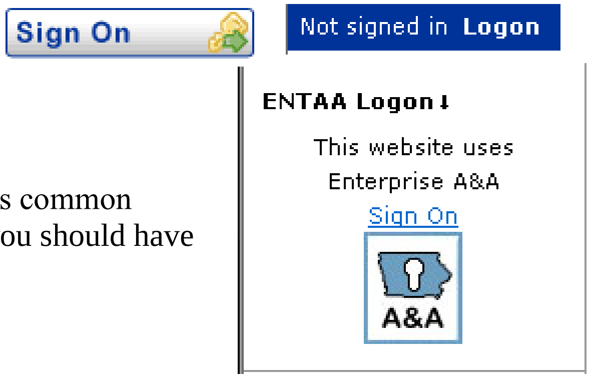
DAS Electronic Leave

All Users

Logging On


Sign On
Not signed in Logon
ENTAA Logon
A&A

This website uses Enterprise A&A Sign On

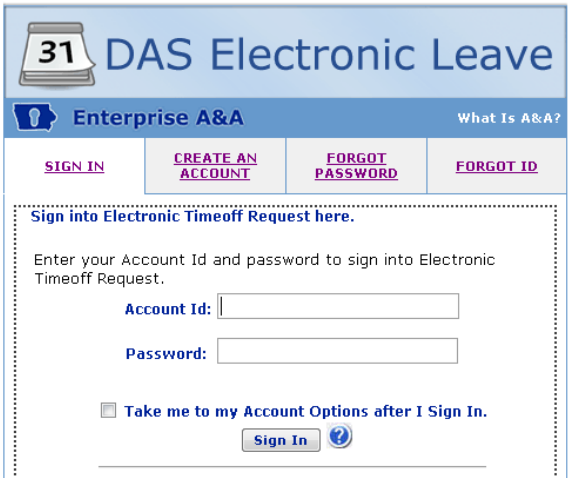
The DAS-ITE Electronic Leave Request System uses Enterprise A&A's common authentication interface. If you have used another A&A based system you should have no trouble accessing the site.

The URL for the website is https://timeoff.iowa.gov/

When you access the site, you will see the home page, as well as a few links to logon using Enterprise A&A. You may click on the "Logon", or "Sign On" images and links to begin the authentication process.

Using A&A

When you click a logon link, whether it is a button, or text, you will be taken to the A&A site to enter your email address and password. You may be asked to update your account by submitting a newer password. Follow the instructions on the screen or use the help system built in to A&A to get signed on.


DAS Electronic Leave
Enterprise A&A
What Is A&A?
SIGN IN
CREATE AN ACCOUNT
FORGOT PASSWORD
FORGOT ID

Sign into Electronic Timeoff Request here.

Enter your Account Id and password to sign into Electronic Timeoff Request.

Account Id:

Password:

☐ Take me to my Account Options after I Sign In.

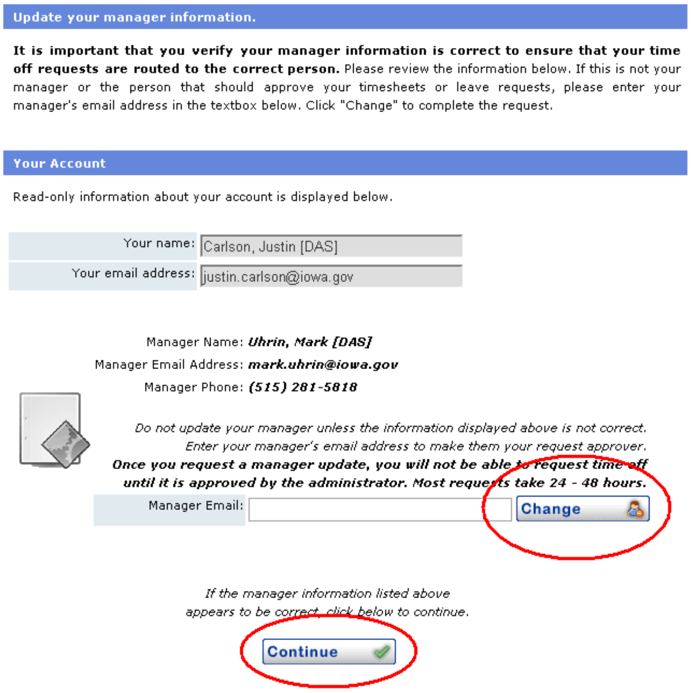
Sign In

Electronic Leave Request - First Time Logon

The first time you access the Electronic Leave request system, you will be asked to confirm your manager information.

It is important that you verify your manager information is correct to ensure that your time off requests are routed to the correct person.

If your “Manager Name” looks correct, you may click the **continue** button located at the bottom of the screen. If it is not correct you may petition to have it changed. This process is **not** instantaneous and you will not be able to access the site until it is updated by the administrator of the website.



Update your manager information.

It is important that you verify your manager information is correct to ensure that your time off requests are routed to the correct person. Please review the information below. If this is not your manager or the person that should approve your timesheets or leave requests, please enter your manager's email address in the textbox below. Click "Change" to complete the request.

Your Account

Read-only information about your account is displayed below.

Your name: Carlson, Justin [DAS]
Your email address: justin.carlson@iowa.gov

Manager Name: ***Uhrin, Mark [DAS]***
Manager Email Address: ***mark.uhrin@iowa.gov***
Manager Phone: ***(515) 281-5818***

Do not update your manager unless the information displayed above is not correct.
Enter your manager's email address to make them your request approver.
Once you request a manager update, you will not be able to request time off until it is approved by the administrator. Most requests take 24 - 48 hours.

Manager Email:

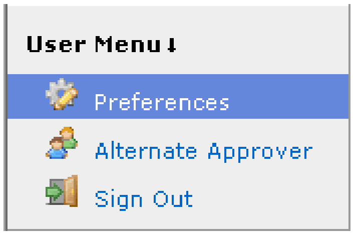
If the manager information listed above appears to be correct, click below to continue.

Changing Your Manager

To change your manager, enter his or her email address and click “Change”. The website will verify that the person you entered is valid and then save it. This process will lock you out of the website until the change is approved. You may also access this screen by clicking on “Preferences” and then clicking on “click here to change it” towards the bottom of the screen.

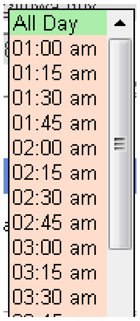
Updating Your Preferences

If you do not save your preferences the system will ask you to do so each time you logon. You are automatically taken to the preferences screen after you verify your manager’s information. You can access this screen by clicking on “Preferences” in the User Menu located along the left side of the screen.



Time Formatting

a. Change the display style of the date and time.
b. Change the increments used in the leave request form “time” select boxes.
    i. For example, choosing 15 minutes causes the form to display 01:00 am, 01:15 am, 01:30 am, etc. You may return here at any time to update the option.



Mail Options

a. Custom Subject Text: Use this option to add special text to the front of all email sent to you from the Electronic Leave Request System. For example, if you enter “ELEAVE”, all email sent to you from the website will have ELEAVE in the subject. This allows you to add email filters in Outlook to help sort messages.

b. Allow the system to email you: If you uncheck this box, you will not receive ANY mail from the website. You will not be notified when your request is received, approved, etc.
c. Receive follow up notifications: Un-checking this box will disable the “approved” and “reject” email from the site. If you uncheck this box you will still receive the “New Request” notifications.

Layout and Display Options

a. Rows of recent items: This controls how many rows of recent requests are displayed on your home screen after you logon. You may also turn this feature off by selecting “None”.
b. Display Account Summary: You may disable the account summary by un-checking this box. The account summary displays on the leave request form, and takes up a lot of the screen. Disable it to shorten the form and make filling out requests simpler.
c. Display help messages: This does not do anything at this time.

Manager Information

You may return here and check your manager information at any time. If your manager changes for any reason you may want to confirm it was updated by revisiting this area.

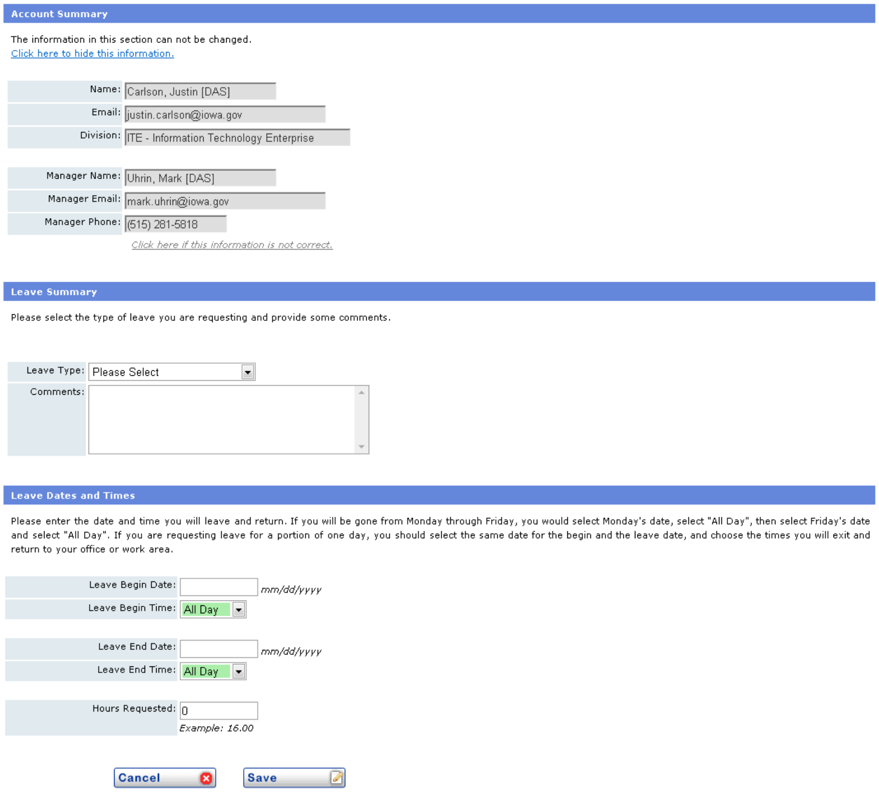
Requesting Leave

To request time off, click on the “**New Leave Request**” link.

The form is very short and easy to use. Choose the type of leave you are requesting from the drop-down select box, and enter any comments you may have. Next enter begin and end dates, and if necessary, select begin and end times.

NOTE: *You can change the time increments displayed in the drop downs by visiting your preferences.*

If you need to take vacation from 1:00pm to 4:00pm on November 1st you would choose “Paid – Vacation” as the leave type. Select November 1st as the Begin date, and November 1st as the End date. Then choose 1:00pm as the begin time and 4:00pm as the end time. Enter 3.00 hours for “Hours requested” and then click save.



Account Summary

The information in this section can not be changed.
Click here to hide this information.

Name: Carlson, Justin [DAS]
Email: justin.carlson@iowa.gov
Division: ITE - Information Technology Enterprise

Manager Name: Uhrin, Mark [DAS]
Manager Email: mark.uhrin@iowa.gov
Manager Phone: (615) 281-5818
Click here if this information is not correct.

Leave Summary

Please select the type of leave you are requesting and provide some comments.

Leave Type: Please Select
Comments:

Leave Dates and Times

Please enter the date and time you will leave and return. If you will be gone from Monday through Friday, you would select Monday's date, select "All Day", then select Friday's date and select "All Day". If you are requesting leave for a portion of one day, you should select the same date for the begin and the leave date, and choose the times you will exit and return to your office or work area.

Leave Begin Date: mm/dd/yyyy
Leave Begin Time: All Day

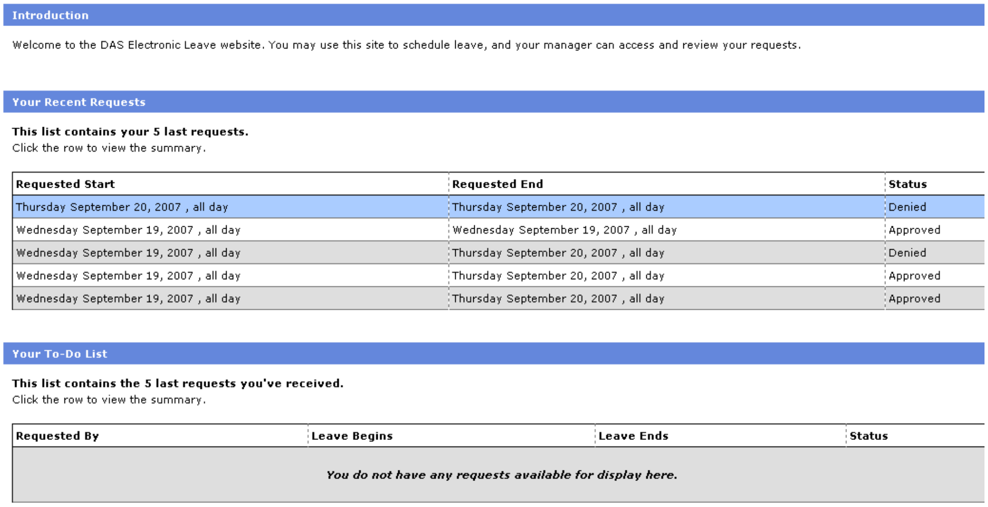
Leave End Date: mm/dd/yyyy
Leave End Time: All Day

Hours Requested: 0
Example: 16.00

When you click save the new leave request is created. Your manager will receive a notification that the new leave request was created as long as they do not have mail disabled. If you and/or your manager do not receive notifications from the system, be sure to check your **preferences** and **“Junk Mail” folders in Outlook**.

You should see the request you just filled out at the top of the “Your Recent Requests” on your home screen.

The recent request area always shows the requests by date, regardless of status. This will allow you to quickly review your recent requests to see if they were approved.



Introduction

Welcome to the DAS Electronic Leave website. You may use this site to schedule leave, and your manager can access and review your requests.

Your Recent Requests

This list contains your 5 last requests.
Click the row to view the summary.

Requested Start	Requested End	Status
Thursday September 20, 2007 , all day	Thursday September 20, 2007 , all day	Denied
Wednesday September 19, 2007 , all day	Wednesday September 19, 2007 , all day	Approved
Wednesday September 19, 2007 , all day	Thursday September 20, 2007 , all day	Denied
Wednesday September 19, 2007 , all day	Thursday September 20, 2007 , all day	Approved
Wednesday September 19, 2007 , all day	Thursday September 20, 2007 , all day	Approved

Your To-Do List

This list contains the 5 last requests you've received.
Click the row to view the summary.

Requested By	Leave Begins	Leave Ends	Status

You do not have any requests available for display here.

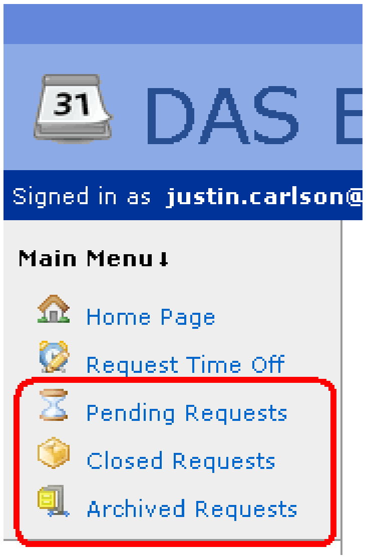
Filtered Request Screens

You may view your requests for time off in filtered lists according to their status.

Click on “**Pending Requests**” to view **your requests** that have not been approved or rejected by your manager. You may edit requests as long as they appear in this list. The list supports paging and sorting of data. Click on a column header to change the sort order.

Click on “**Closed Requests**” to view **your requests** that have been approved or rejected.

Click on “Archived Requests” to view **your requests** that have been archived.



Archived Requests

After 30 days your closed requests are moved into the archive. You may manually move a closed request to the archive by clicking on “Closed Requests” and then viewing a request and clicking “Archive”.

Managers and Supervisors

Each department must contact ITE prior to using the eLeave Service for the first time. This can be done by contacting Desktop Support at 515-281-5703.

Division Administrators

Division Administrators control the request workflow for their division.
Division Administrators may perform the following functions:

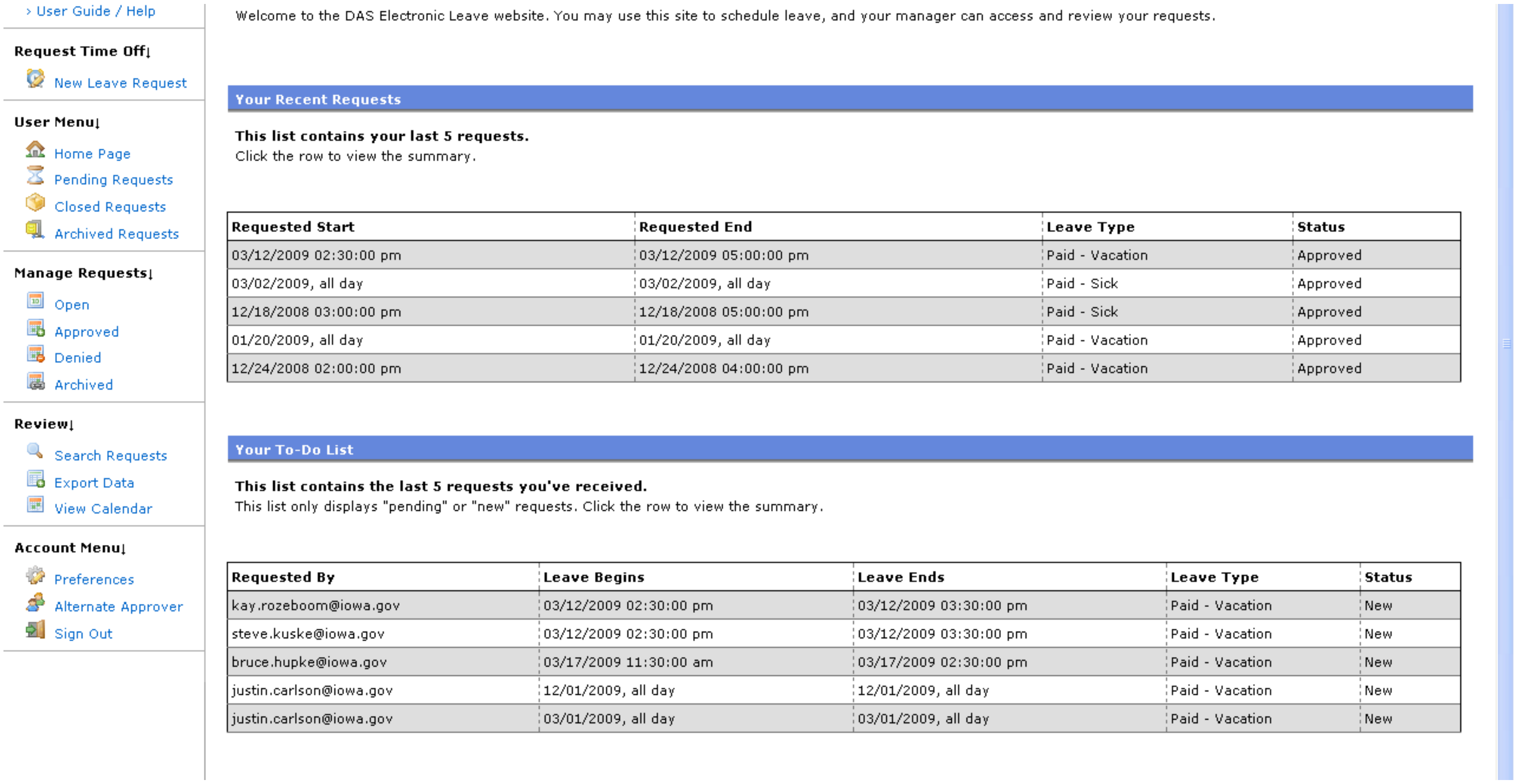
1. Assign all persons with approval authority
2. Assign the level of approval authority
3. Assign alternates
4. Assign personnel to each approver

Levels of Approval

1. Each agency may determine the number of approval levels to be used (up to 3 approvals per request).
2. The Division Administrator or their appointed alternate may create groups. They will assign the approval levels and persons for those groups.
3. The groups may be formed by selecting the appropriate employees from the list. Many persons may be selected at one time by

Viewing submitted requests

When logged in, the manger or approver will be able to view all requests which need to be approved or denied. These will be listed in “Your To-Do List”.


› User Guide / Help
Request Time Off↓
New Leave Request
User Menu↓
Home Page
Pending Requests
Closed Requests
Archived Requests
Manage Requests↓
Open
Approved
Denied
Archived
Review↓
Search Requests
Export Data
View Calendar
Account Menu↓
Preferences
Alternate Approver
Sign Out

Welcome to the DAS Electronic Leave website. You may use this site to schedule leave, and your manager can access and review your requests.

Your Recent Requests

This list contains your last 5 requests.
Click the row to view the summary.

Requested Start	Requested End	Leave Type	Status
03/12/2009 02:30:00 pm	03/12/2009 05:00:00 pm	Paid - Vacation	Approved
03/02/2009, all day	03/02/2009, all day	Paid - Sick	Approved
12/18/2008 03:00:00 pm	12/18/2008 05:00:00 pm	Paid - Sick	Approved
01/20/2009, all day	01/20/2009, all day	Paid - Vacation	Approved
12/24/2008 02:00:00 pm	12/24/2008 04:00:00 pm	Paid - Vacation	Approved

Your To-Do List

This list contains the last 5 requests you've received.
This list only displays "pending" or "new" requests. Click the row to view the summary.

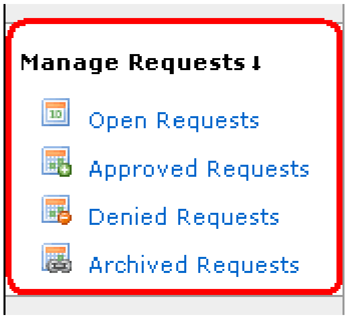
Requested By	Leave Begins	Leave Ends	Leave Type	Status
kay.rozeboom@iowa.gov	03/12/2009 02:30:00 pm	03/12/2009 03:30:00 pm	Paid - Vacation	New
steve.kuske@iowa.gov	03/12/2009 02:30:00 pm	03/12/2009 03:30:00 pm	Paid - Vacation	New
bruce.hupke@iowa.gov	03/17/2009 11:30:00 am	03/17/2009 02:30:00 pm	Paid - Vacation	New
justin.carlson@iowa.gov	12/01/2009, all day	12/01/2009, all day	Paid - Vacation	New
justin.carlson@iowa.gov	03/01/2009, all day	03/01/2009, all day	Paid - Vacation	New

Setting Up Your Agency (First Time Users)

1. Contact Desktop Support at 515-281-5703. If possible, find out who manages your HR information, is it DAS/HRE? If not, who in your agency updates employee information? That person will need to be contacted by us to discuss data transfer. Once the HR data is confirmed your agency will be ready to use electronic leave.
2. **OR -** If you want to manually manage your agencies workflow, you will need to provide the Division Administrator's name and email address to ITE. The division admin will be in charge of setting up your agencies workflow. The Division Administrator or their alternate will select personnel from the drop down list. Multiple people may be selected by pressing the control button and clicking on the names. Once a name has been selected and assigned to a supervisor, they will not reappear on the list. Once the people have been selected, the Division Administrator will select the appropriate supervisor from the list.

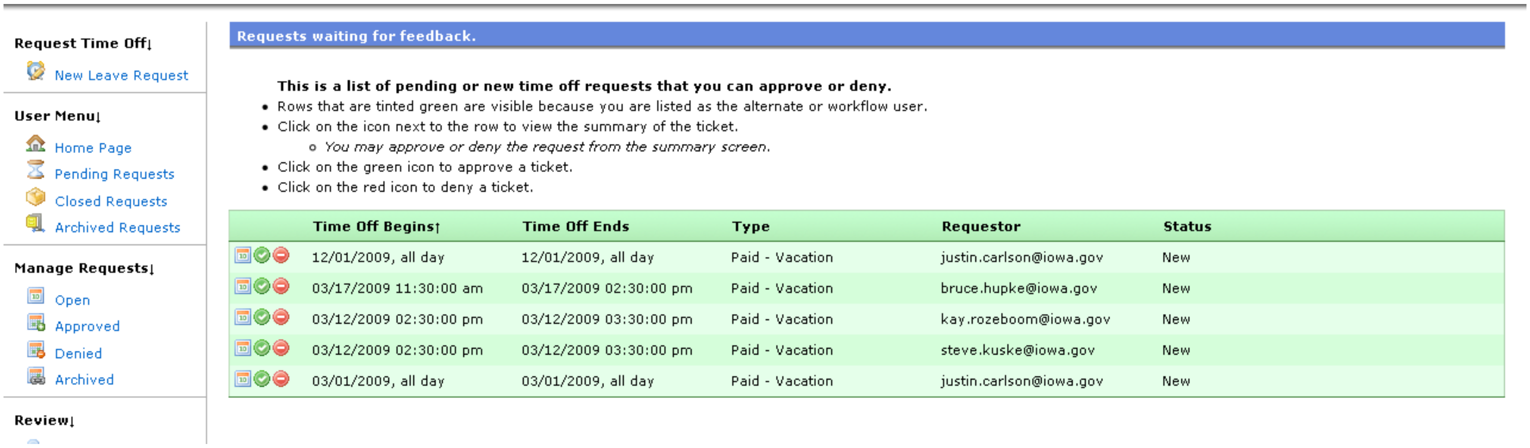
Managers: Managing Requests

1. If you are listed as the manager on someone's request or if you are a manager or supervisor's alternate approver, you will see the "Manage Requests" menu.
2. This menu allows you to view the open requests assigned to you and approve or reject them. Once you approve or reject a request, it will be filtered into the Approved or Denied Request areas. You can also view the archived requests that you handled.



Approving or Denying Requests

1. The manager may select "Open Requests" from the menu. The user will be able to view all requests which they need to process.
2. The user may simply select the green check button to approve a request or the red dash button to deny a request.
3. The user may also view all information for a particular request by selecting it from the list or by selecting the calendar button.

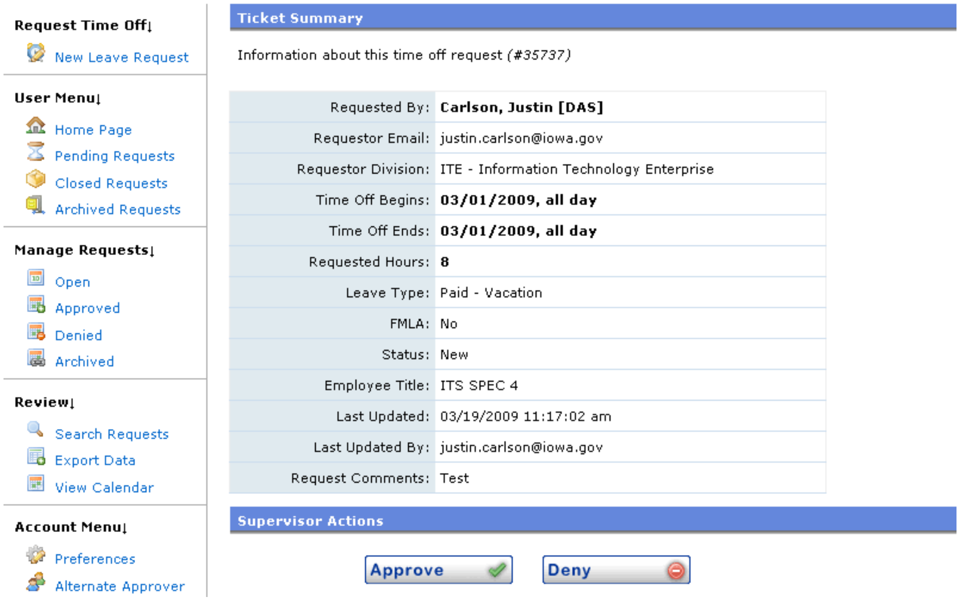


This is a list of pending or new time off requests that you can approve or deny.

- Rows that are tinted green are visible because you are listed as the alternate or workflow user.
- Click on the icon next to the row to view the summary of the ticket.
    - *You may approve or deny the request from the summary screen.*
- Click on the green icon to approve a ticket.
- Click on the red icon to deny a ticket.

	Time Off Begins	Time Off Ends	Type	Requestor	Status
	12/01/2009, all day	12/01/2009, all day	Paid - Vacation	justin.carlson@iowa.gov	New
	03/17/2009 11:30:00 am	03/17/2009 02:30:00 pm	Paid - Vacation	bruce.hupke@iowa.gov	New
	03/12/2009 02:30:00 pm	03/12/2009 03:30:00 pm	Paid - Vacation	kay.rozeboom@iowa.gov	New
	03/12/2009 02:30:00 pm	03/12/2009 03:30:00 pm	Paid - Vacation	steve.kuske@iowa.gov	New
	03/01/2009, all day	03/01/2009, all day	Paid - Vacation	justin.carlson@iowa.gov	New

4. If viewing the entire request, the user may select the Approve or Deny button.


Request Time Off↓
New Leave Request
User Menu↓
Home Page
Pending Requests
Closed Requests
Archived Requests
Manage Requests↓
Open
Approved
Denied
Archived
Review↓
Search Requests
Export Data
View Calendar
Account Menu↓
Preferences
Alternate Approver
Ticket Summary
Supervisor Actions
Approve
Deny

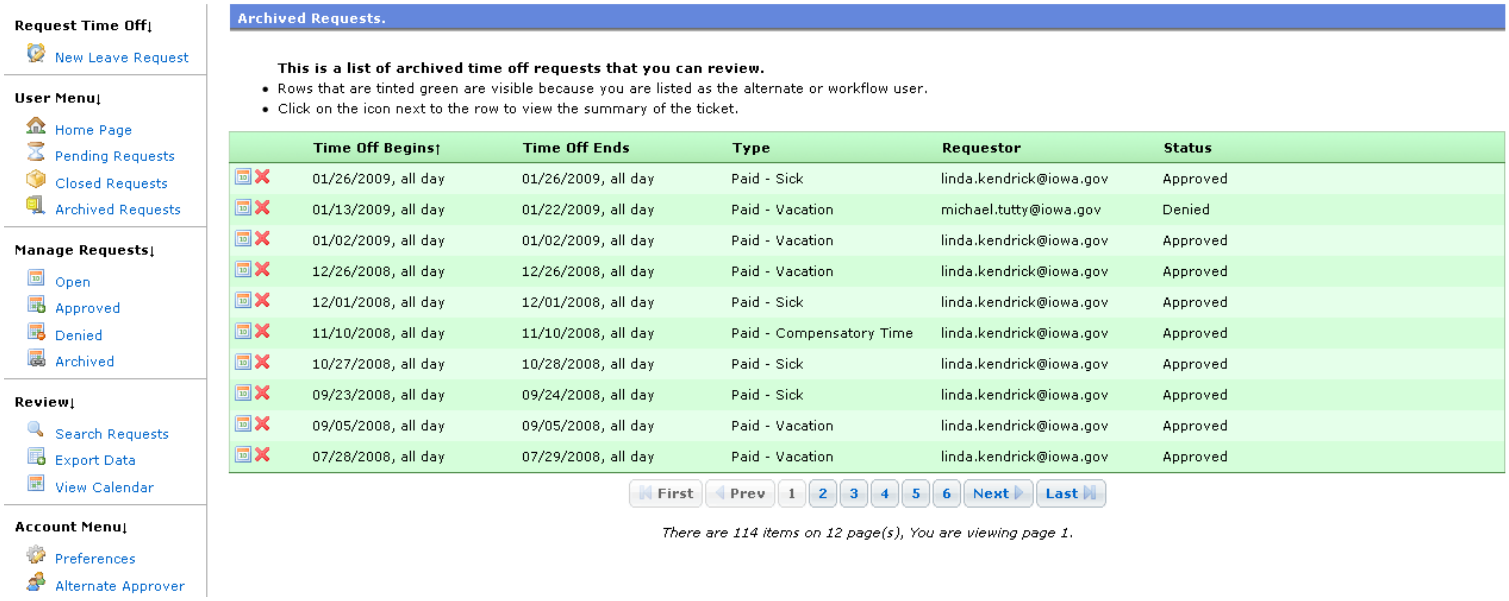
Information about this time off request *(#35737)*

Requested By:	**Carlson, Justin [DAS]**
Requestor Email:	justin.carlson@iowa.gov
Requestor Division:	ITE - Information Technology Enterprise
Time Off Begins:	**03/01/2009, all day**
Time Off Ends:	**03/01/2009, all day**
Requested Hours:	**8**
Leave Type:	Paid - Vacation
FMLA:	No
Status:	New
Employee Title:	ITS SPEC 4
Last Updated:	03/19/2009 11:17:02 am
Last Updated By:	justin.carlson@iowa.gov
Request Comments:	Test

Archived Requests

1. A request is archived after three (3) months.

2. An approver may permanently delete an archived request by selecting the red “X”. This should only be done if the requested leave was never taken or there are other problems or issues with the request.


Request Time Off↓
New Leave Request
User Menu↓
Home Page
Pending Requests
Closed Requests
Archived Requests
Manage Requests↓
Open
Approved
Denied
Archived
Review↓
Search Requests
Export Data
View Calendar
Account Menu↓
Preferences
Alternate Approver
Archived Requests.
First
Prev
1
2
3
4
5
6
Next
Last

This is a list of archived time off requests that you can review.

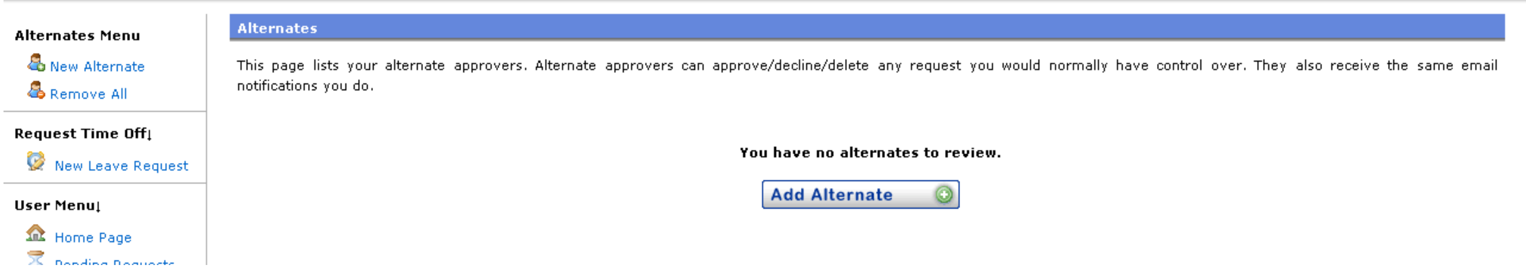
- Rows that are tinted green are visible because you are listed as the alternate or workflow user.
- Click on the icon next to the row to view the summary of the ticket.

	Time Off Begins↑	Time Off Ends	Type	Requestor	Status
✗	01/26/2009, all day	01/26/2009, all day	Paid - Sick	linda.kendrick@iowa.gov	Approved
✗	01/13/2009, all day	01/22/2009, all day	Paid - Vacation	michael.tutty@iowa.gov	Denied
✗	01/02/2009, all day	01/02/2009, all day	Paid - Vacation	linda.kendrick@iowa.gov	Approved
✗	12/26/2008, all day	12/26/2008, all day	Paid - Vacation	linda.kendrick@iowa.gov	Approved
✗	12/01/2008, all day	12/01/2008, all day	Paid - Sick	linda.kendrick@iowa.gov	Approved
✗	11/10/2008, all day	11/10/2008, all day	Paid - Compensatory Time	linda.kendrick@iowa.gov	Approved
✗	10/27/2008, all day	10/28/2008, all day	Paid - Sick	linda.kendrick@iowa.gov	Approved
✗	09/23/2008, all day	09/24/2008, all day	Paid - Sick	linda.kendrick@iowa.gov	Approved
✗	09/05/2008, all day	09/05/2008, all day	Paid - Vacation	linda.kendrick@iowa.gov	Approved
✗	07/28/2008, all day	07/29/2008, all day	Paid - Vacation	linda.kendrick@iowa.gov	Approved

There are 114 items on 12 page(s), You are viewing page 1.

Alternate Approvers

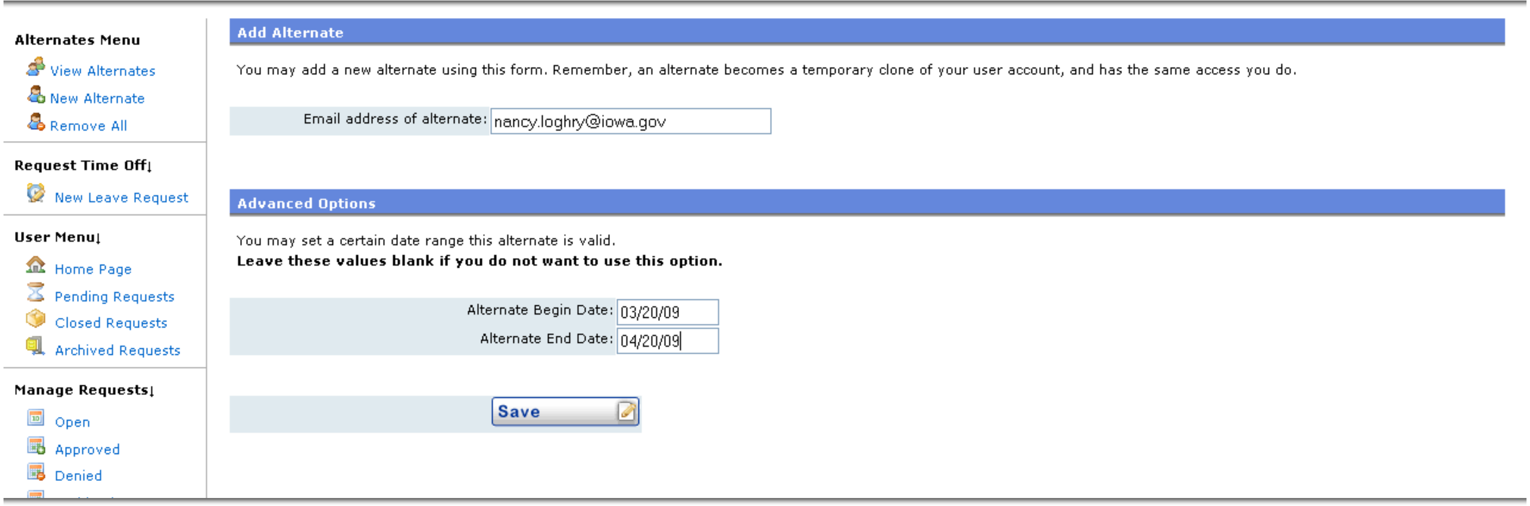
1. Alternate approvers are only applicable for those with approval authority.
2. Alternate approvers can be setup by clicking “Alternate Approver” in the “User Menu”.


Alternates Menu
New Alternate
Remove All
Request Time Off
New Leave Request
User Menu
Home Page
Pending Requests
Alternates
Add Alternate

This page lists your alternate approvers. Alternate approvers can approve/decline/delete any request you would normally have control over. They also receive the same email notifications you do.

You have no alternates to review.

3. You may enable a time limit on an approver. The default setting is no time limit is imposed. When an alternate approver is removed or expires, they can no longer access the leave requests they may have approved in the past.

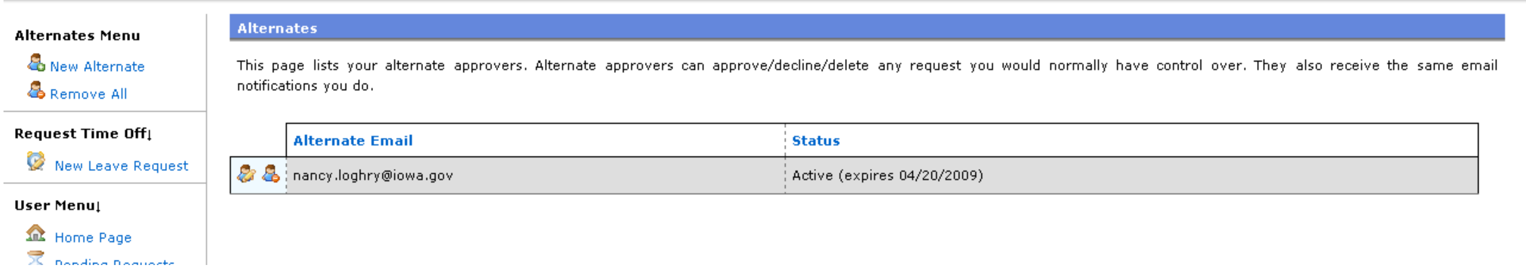

Alternates Menu
View Alternates
New Alternate
Remove All
Request Time Off
New Leave Request
User Menu
Home Page
Pending Requests
Closed Requests
Archived Requests
Manage Requests
Open
Approved
Denied
Add Alternate
Advanced Options
Save

You may add a new alternate using this form. Remember, an alternate becomes a temporary clone of your user account, and has the same access you do.

Email address of alternate: nancy.loghry@iowa.gov

You may set a certain date range this alternate is valid.
Leave these values blank if you do not want to use this option.

Alternate Begin Date: 03/20/09
Alternate End Date: 04/20/09


Alternates Menu
New Alternate
Remove All
Request Time Off
New Leave Request
User Menu
Home Page
Pending Requests
Alternates

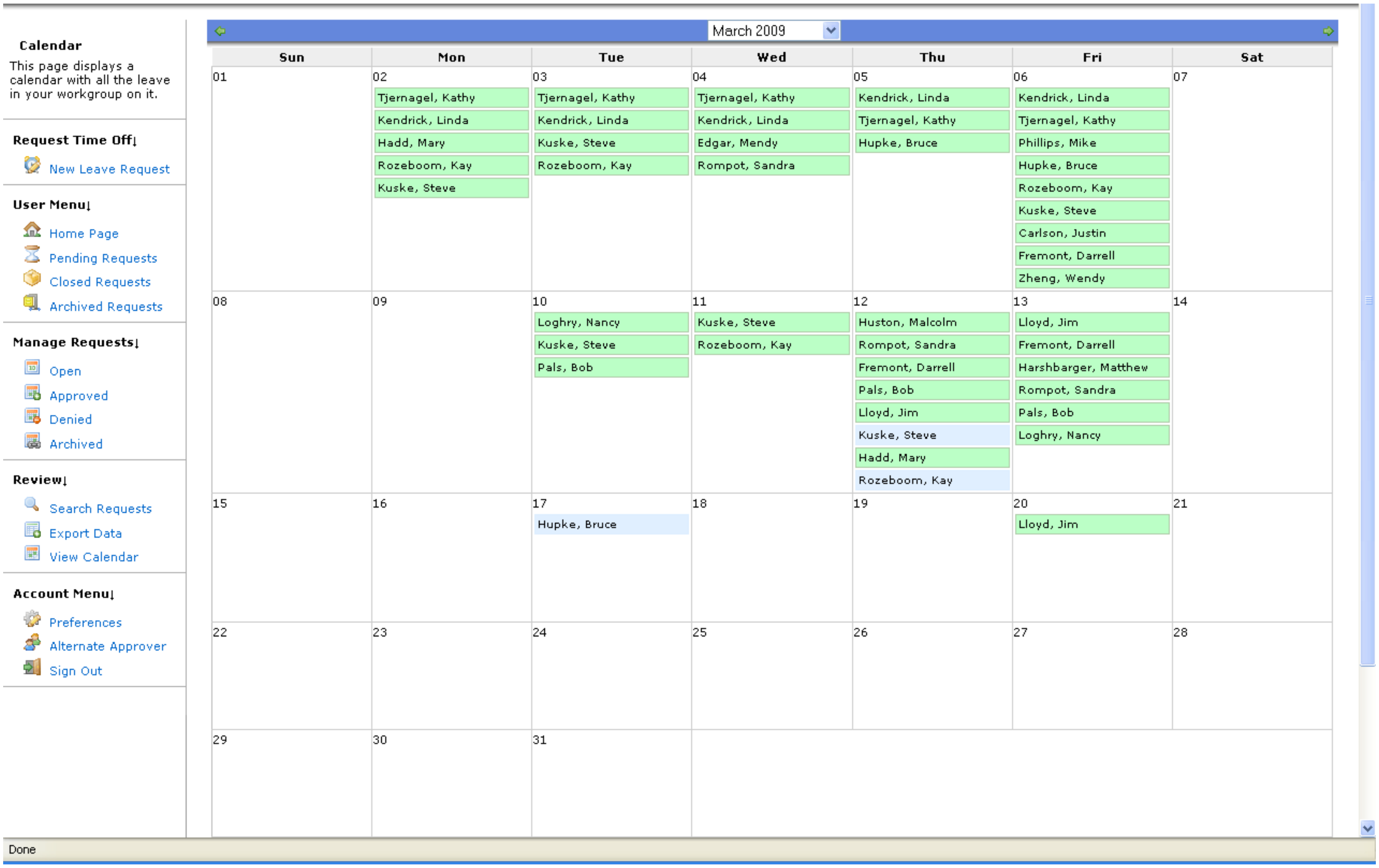
This page lists your alternate approvers. Alternate approvers can approve/decline/delete any request you would normally have control over. They also receive the same email notifications you do.

Alternate Email	Status
nancy.loghry@iowa.gov	Active (expires 04/20/2009)

4. A Division Administrator may appoint an alternate for any approver. Only the Division Administrator can remove those alternates which they have approved.

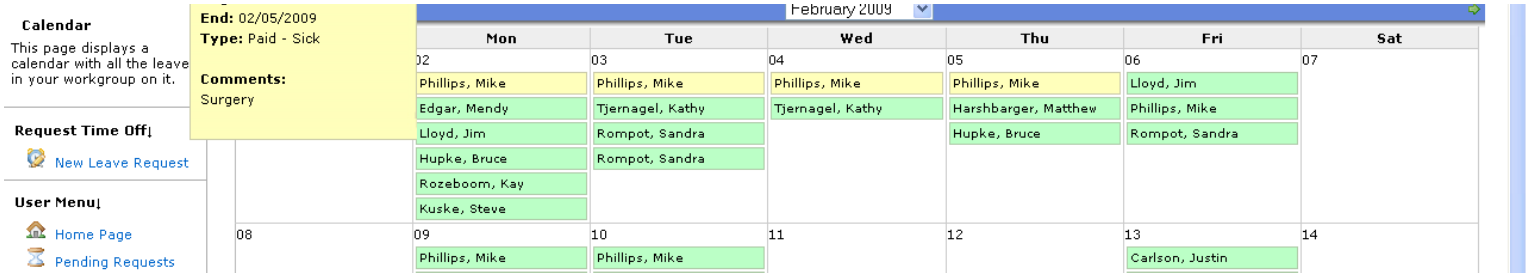
Calendar

1. The calendar option allows the user to view a calendar which annotates all persons for which they have approval authority. This is a quick way for an approver to determine who has requested leave for particular dates.


Calendar
This page displays a calendar with all the leave in your workgroup on it.
Request Time Off↓
New Leave Request
User Menu↓
Home Page
Pending Requests
Closed Requests
Archived Requests
Manage Requests↓
Open
Approved
Denied
Archived
Review↓
Search Requests
Export Data
View Calendar
Account Menu↓
Preferences
Alternate Approver
Sign Out
March 2009
Done

Sun	Mon	Tue	Wed	Thu	Fri	Sat
01	02 Tjernagel, Kathy Kendrick, Linda Hadd, Mary Rozeboom, Kay Kuske, Steve	03 Tjernagel, Kathy Kendrick, Linda Kuske, Steve Rozeboom, Kay	04 Tjernagel, Kathy Kendrick, Linda Edgar, Mendy Rompot, Sandra	05 Kendrick, Linda Tjernagel, Kathy Hupke, Bruce	06 Kendrick, Linda Tjernagel, Kathy Phillips, Mike Hupke, Bruce Rozeboom, Kay Kuske, Steve Carlson, Justin Fremont, Darrell Zheng, Wendy	07
08	09	10 Loghry, Nancy Kuske, Steve Pals, Bob	11 Kuske, Steve Rozeboom, Kay	12 Huston, Malcolm Rompot, Sandra Fremont, Darrell Pals, Bob Lloyd, Jim Kuske, Steve Hadd, Mary Rozeboom, Kay	13 Lloyd, Jim Fremont, Darrell Harshbarger, Matthew Rompot, Sandra Pals, Bob Loghry, Nancy	14
15	16	17 Hupke, Bruce	18	19	20 Lloyd, Jim	21
22	23	24	25	26	27	28
29	30	31				

2. Those requests which have been approved are green. Requests that have not been approved are blue. Requests that have been denied are red.
3. You may view additional information by hovering over each entry. You may also select a particular entry to view complete details.
4. A user may also hover over a particular entry. If the person has requested multiple days in a row, all days will be highlighted.


Calendar
This page displays a calendar with all the leave in your workgroup on it.
Request Time Off↓
New Leave Request
User Menu↓
Home Page
Pending Requests
February 2009

End: 02/05/2009
Type: Paid - Sick

Comments:
Surgery

Mon	Tue	Wed	Thu	Fri	Sat
2 Phillips, Mike Edgar, Mendy Lloyd, Jim Hupke, Bruce Rozeboom, Kay Kuske, Steve	03 Phillips, Mike Tjernagel, Kathy Rompot, Sandra Rompot, Sandra	04 Phillips, Mike Tjernagel, Kathy	05 Phillips, Mike Harshbarger, Matthew Hupke, Bruce	06 Lloyd, Jim Phillips, Mike Rompot, Sandra	07
09 Phillips, Mike	10 Phillips, Mike	11	12	13 Carlson, Justin	14

08

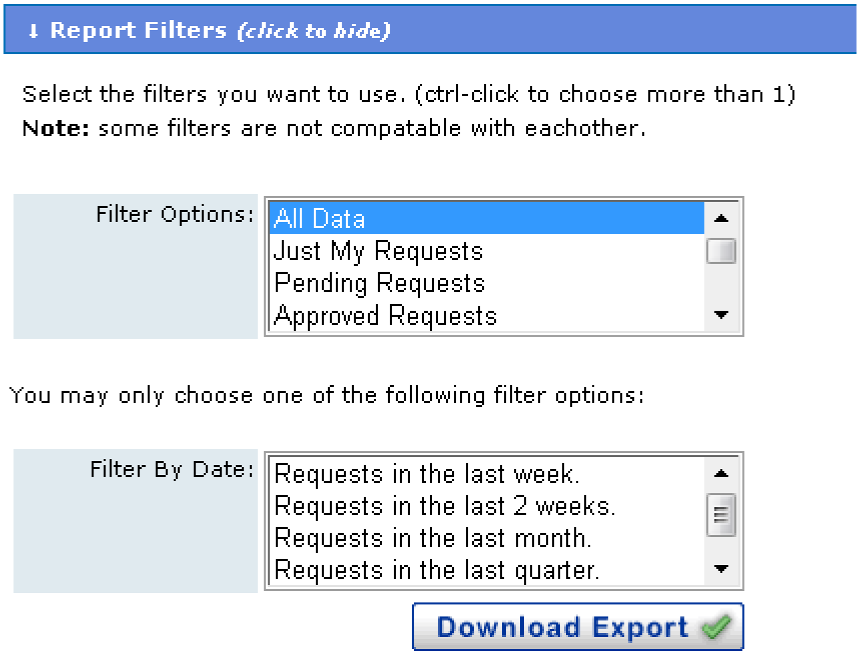
Reports (Exports)

Click on the “Export Data” link in the “**Review**” menu to access reporting features of the website. There are several reporting options from this screen.

The most commonly used options are expanded and include filters you can use to obtain partial lists of requests. The website knows what you have access to and will make it all available to you in this CSV export.

If you would like to export just your requests, choose “Just My Requests” from the Options.

You can choose multiple filters. If you would like to see your approved requests from the last month, you would click “Just My Requests”, then [CTRL] click “Approved Requests” and then click “Requests in the last month from the “By Date” options. Finally click on “Download Export” to obtain the file.



Select the filters you want to use. (ctrl-click to choose more than 1)
Note: some filters are not compatable with eachother.

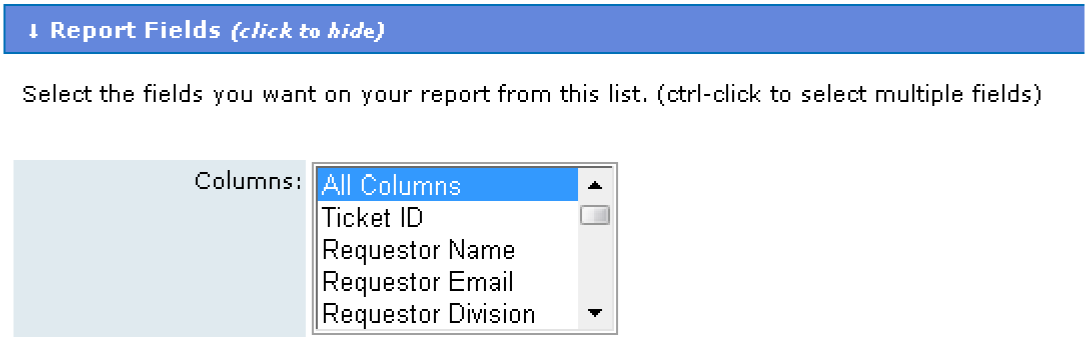
You may only choose one of the following filter options:

↓ Report Filters (click to hide)
Filter Options:
All Data
Just My Requests
Pending Requests
Approved Requests
Filter By Date:
Requests in the last week.
Requests in the last 2 weeks.
Requests in the last month.
Requests in the last quarter.
Download Export

There are several other options on this screen, and most of them are hidden from view initially. Click on a heading bar to view them.

↑ Report Fields (click to display)

The **Report Fields** section allows you to change the columns that are exported. Use the [CTRL] key to select multiple columns. The default selection of “All Columns” is used by default.

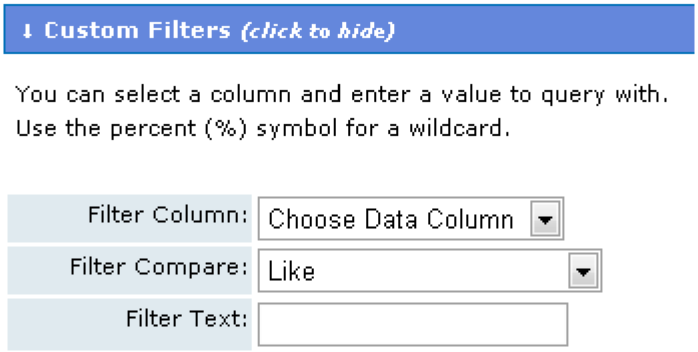


Select the fields you want on your report from this list. (ctrl-click to select multiple fields)

↓ Report Fields (click to hide)
Columns:
All Columns
Ticket ID
Requestor Name
Requestor Email
Requestor Division

↑ Custom Filters *(click to display)*

Custom Filters allow you to execute extremely specific queries on the data. For example, you could choose “Supervisor’s Name” and “Like”, and enter “%John%” to select all the requests with “John” in the supervisor name.


↓ Custom Filters *(click to hide)*

You can select a column and enter a value to query with.
Use the percent (%) symbol for a wildcard.

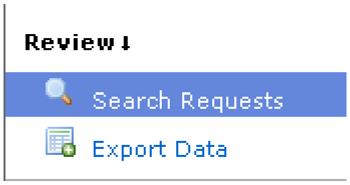
Filter Column:	Choose Data Column
Filter Compare:	Like
Filter Text:	

↑ Sort Order *(click to display)*

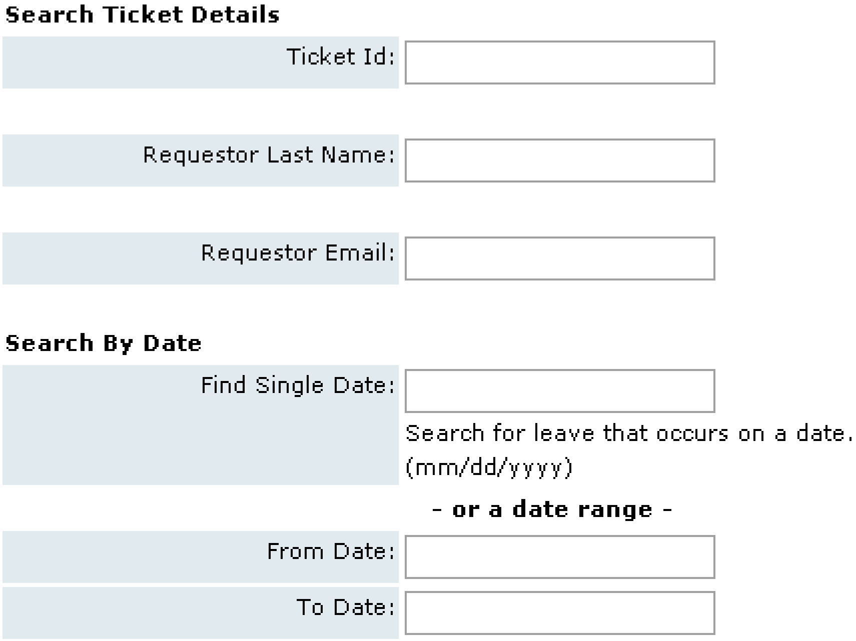
Searching Requests

Click on the “Search Requests” link in the “Review” menu to access the search screen. There are a few fields you can use to find the requests you are looking for.

- Ticket Id – The ticket number. (Request ID)
- Requestor Last Name – Last name of the person that requested leave.
- Requestor Email – Email address of the person that requested leave.
- Single Date – Use this to see who requested leave on any single day.
- From and To Dates – Use these to see who requested leave over a time period.

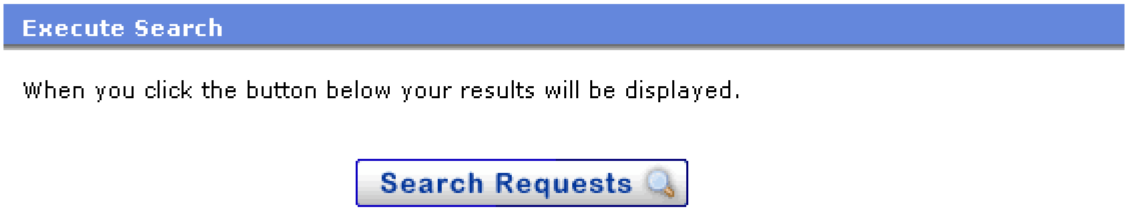

Review
Search Requests
Export Data

Fill out the fields with the information you have to search with, and click the “Search Requests” button. This will return a paged and sorted list of the requests that matched your search parameters.


Search Ticket Details
Ticket Id:
Requestor Last Name:
Requestor Email:
Search By Date
Find Single Date:

Search for leave that occurs on a date. (mm/dd/yyyy)

- or a date range -
From Date:
To Date:


Execute Search

When you click the button below your results will be displayed.

Search Requests

Use your browser’s back button or click the “Search Requests” link to get back to the search form.

Frequently Asked Questions

Q) Can I access the leave request system from home?

A) Yes, you can.

Q) How are my leave requests approved?

A) When you submit a leave request your manager is notified and may approve your request. When your manager approves or denies a request, you will receive a notification.

Q) I accidentally submitted a request for the wrong date/time, can I change it?

A) Yes, locate the request in your pending items, and then click the summary icon. You may edit or delete the request as long as your manager has not approved or denied it.

Q) How do I change a request that has already been approved or denied?

A) You can reopen the request by viewing the summary and clicking the reopen button. When you do it will show up as a new request and you can make changes or delete it.

Q) Who can view my leave requests?

A) Only your manager and your managers alternate approver(s). The leave request site uses SSL and has built in security to ensure that no-one can view another person’s leave requests.

Q) What is an alternate approver?

A) An alternate approver has the same permissions to read/approve/deny leave as the manager that assigned them. When an alternate handles a leave request, it is marked as updated by that user, however email is sent as if the manager had approved or denied it.

Q) How do I add an alternate approver?

A) Click “Alternate approver” under the “User Menu”

Q) Can I change the time increments displayed on the form that is used to request leave?

A) You may choose 1 minute, 5 minute, 15 minute, 30, and 60 minute increments by visiting your preferences.

Q) I received a message that my manager could not be found, now I’m locked out of the system, what do I do?

A) You should receive a notification from the system administrator when your manager has been assigned. Until that happens, you will not be able to access the leave request system.

Q) I just changed jobs or my manager changed, how do I change my manager?

A) Visit your preferences and click update “Manager Information” near the bottom of the page.

Q) I just changed jobs or my manager changed, can my new manager see my old requests?

A) No, your old requests occurred when you were managed by someone else and can not be viewed by your new manager. There is no automated conversion process to change them.

Q) I need to access reports for my division instead of just my own tickets, can I do this?

A) If you are an FMLA or Leave Manager for your area, contact the help desk and request report access. You will need to specify your department or division. ITE.Servicedesk@iowa.gov Phone: 515-281-5703

Q) Can I report overtime in the DAS Electronic Leave Request System?

A) Yes, create a new request and choose from the 3 "Compensatory Time Earned" leave types.

Q) Can I change a request from the archive?

A) No, archived requests are kept for reporting purposes and can not be changed. However, it is possible for the manager (or the designated alternate) to delete the LR ticket from the ARCHIVED screen by using the 'Delete Archived Ticket' button on the ARCHIVED screen. By deleting the ticket from the ARCHIVED screen, it's as if the original ticket never existed. Then a new ticket can then be submitted by the resource with the corrected/changed information. If you need to change an archived request, ask your manager to delete it from the archive.

Q) Why or when were my requests archived?

A) Your requests are archived after 6 months, to keep your closed items list smaller.

Q) I received an access denied error, what does that mean?

A) Access denied errors occur when you attempt to visit a page that you do not have permission to view.

Q) My last name (or email address) changed, I can not find any of my old leave requests, what should I do?

A) Contact the DAS/ITE service desk and tell them your old email address and your new email address. They will contact one of the administrators and convert your requests for you.
ITE.Servicedesk@iowa.gov Phone: 515-281-5703

Q) Why aren't I receiving email from the leave request system when I submit a request or it is approved?

A) First check your preferences to make sure email is enabled. If it is, check any "junk mail" or "spam" folders in your email client. Sometimes mail is delayed by the server. If you have never received any email from the site and you can not find the messages in your email, please contact the ITE service desk.

Q) Why isn't my manger receiving email from the leave request system when I submit a request?

A) First ask your manager to check his or her preferences to make sure email is enabled. If it is, request that they check any "junk mail" or "spam" folders in their email client. Sometimes mail is delayed by the server. If they have never received any email from the site and you can not find the messages in your email, please contact the ITE service desk.

Assistance

For help using the Leave Request System, please contact the ITE Help Desk at:

Email: ITE.Servicedesk@iowa.gov
Phone: 515-281-5703